OIPE
APR 12 2005
PATENT & TRADEMARK OFFICE

Network Diagram

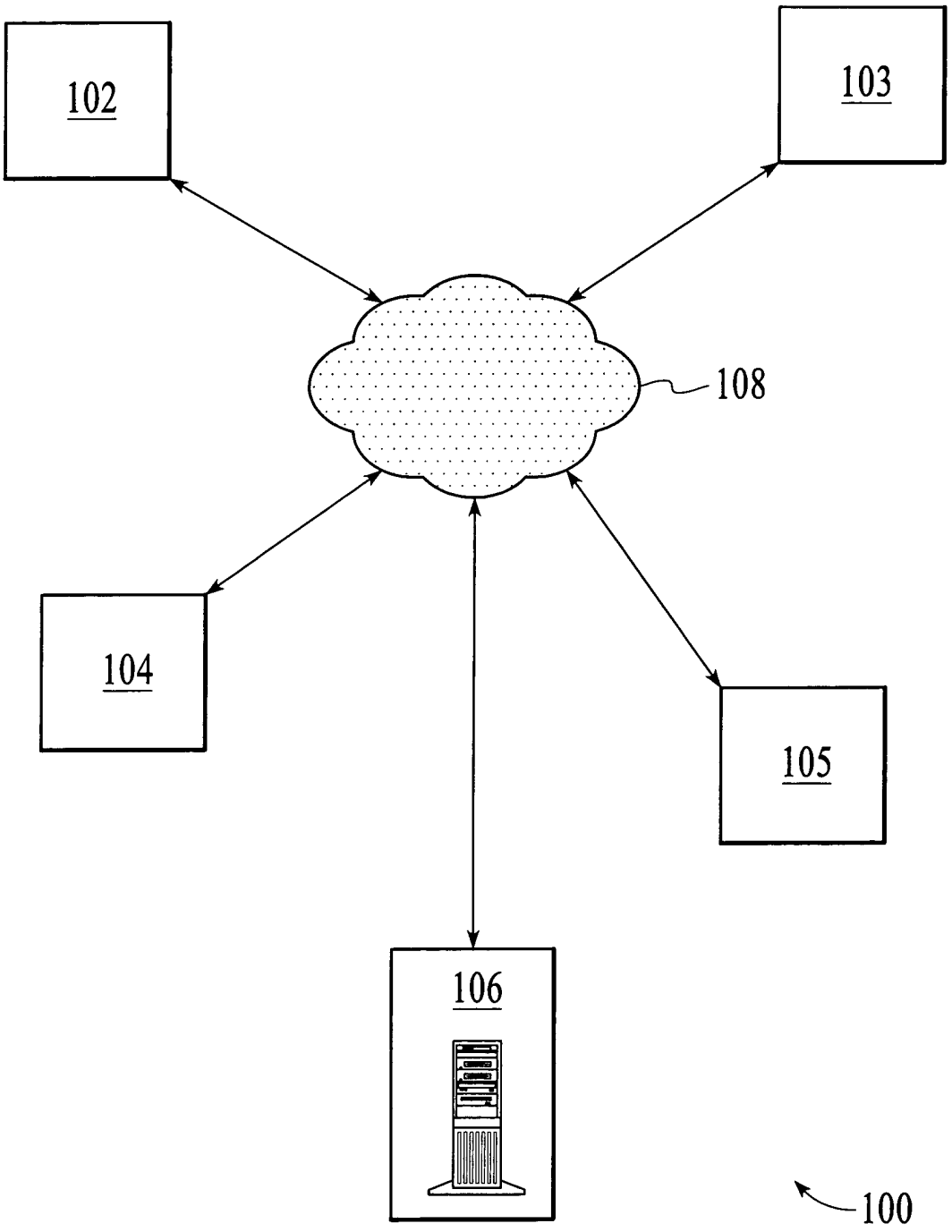

FIG.1

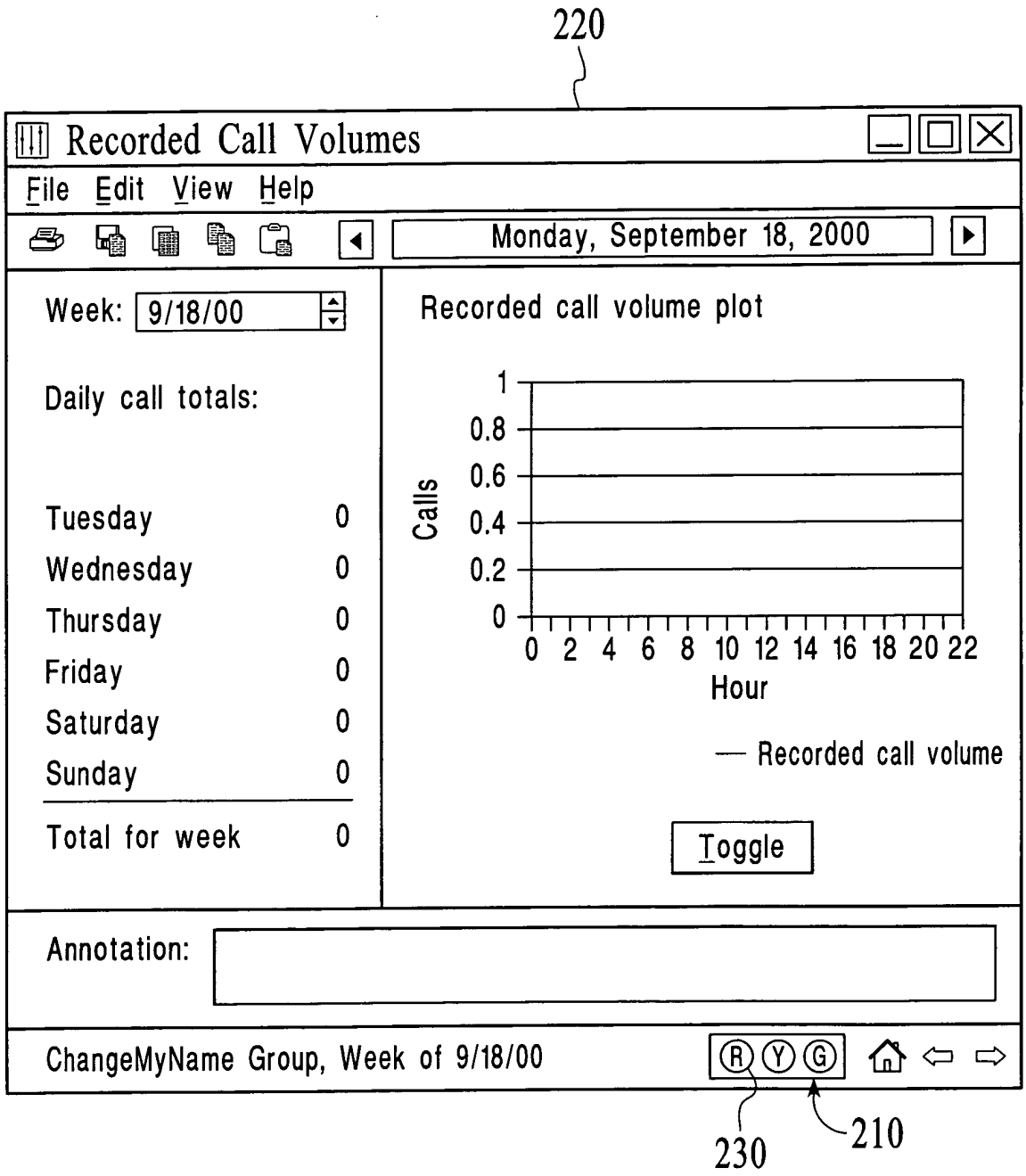
220
Recorded Call Volumes
File Edit View Help
Monday, September 18, 2000
Week: 9/18/00
Daily call totals:
Tuesday 0
Wednesday 0
Thursday 0
Friday 0
Saturday 0
Sunday 0
Total for week 0
Recorded call volume plot
Calls
1
0.8
0.6
0.4
0.2
0
0 2 4 6 8 10 12 14 16 18 20 22
Hour
Recorded call volume
Toggle
Annotation:
ChangeMyName Group, Week of 9/18/00
R Y G
230
210

FIG.2

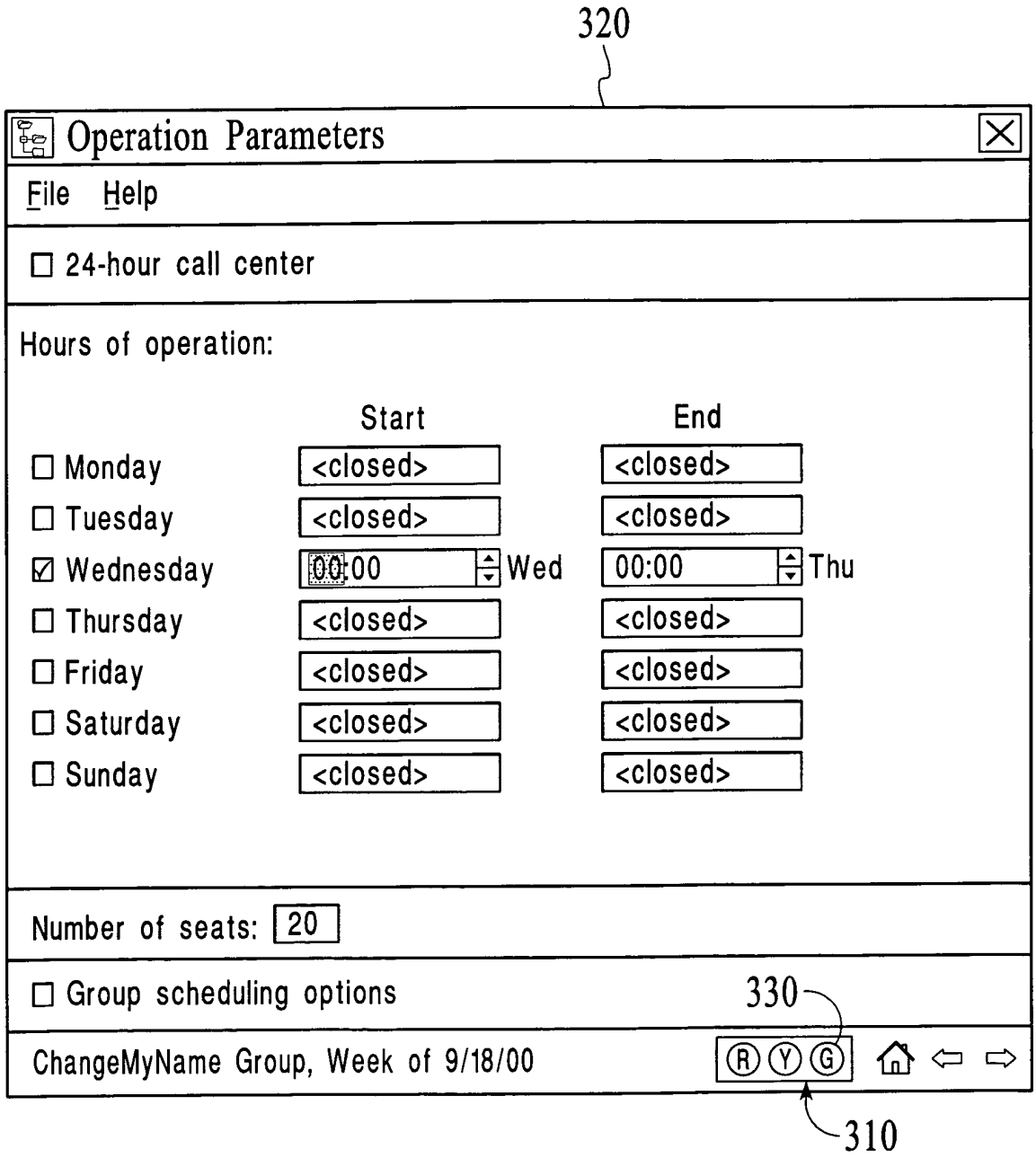
320
Operation Parameters
File Help
24-hour call center
Hours of operation:
Start
End
Monday <closed> <closed>
Tuesday <closed> <closed>
Wednesday 00:00 Wed 00:00 Thu
Thursday <closed> <closed>
Friday <closed> <closed>
Saturday <closed> <closed>
Sunday <closed> <closed>
Number of seats: 20
Group scheduling options
330
ChangeMyName Group, Week of 9/18/00
R Y G
310

FIG.3

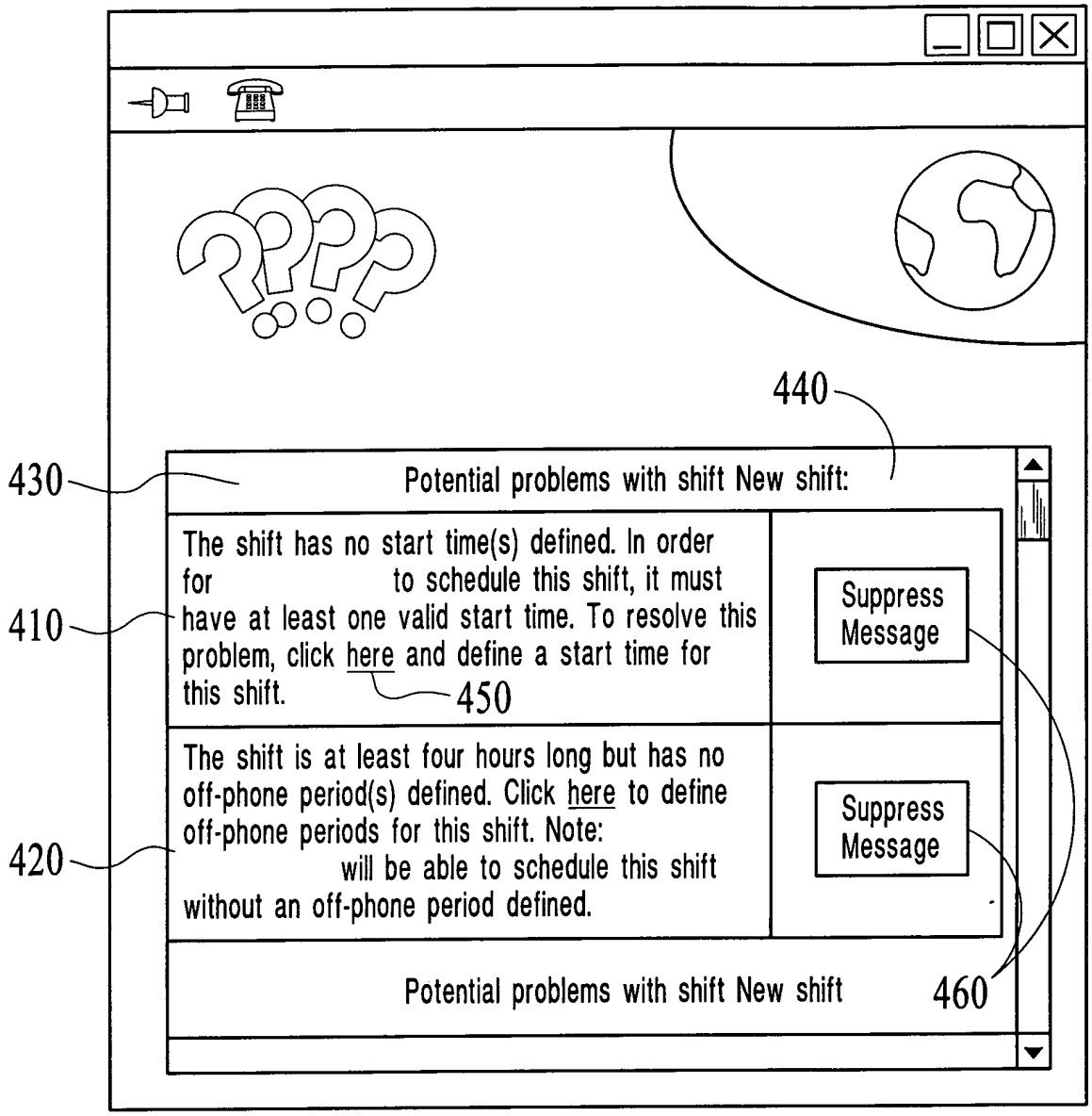
440
430
Potential problems with shift New shift:
The shift has no start time(s) defined. In order for to schedule this shift, it must have at least one valid start time. To resolve this problem, click here and define a start time for this shift.
410
450
Suppress Message
The shift is at least four hours long but has no off-phone period(s) defined. Click here to define off-phone periods for this shift. Note: will be able to schedule this shift without an off-phone period defined.
420
Suppress Message
Potential problems with shift New shift
460

FIG.4

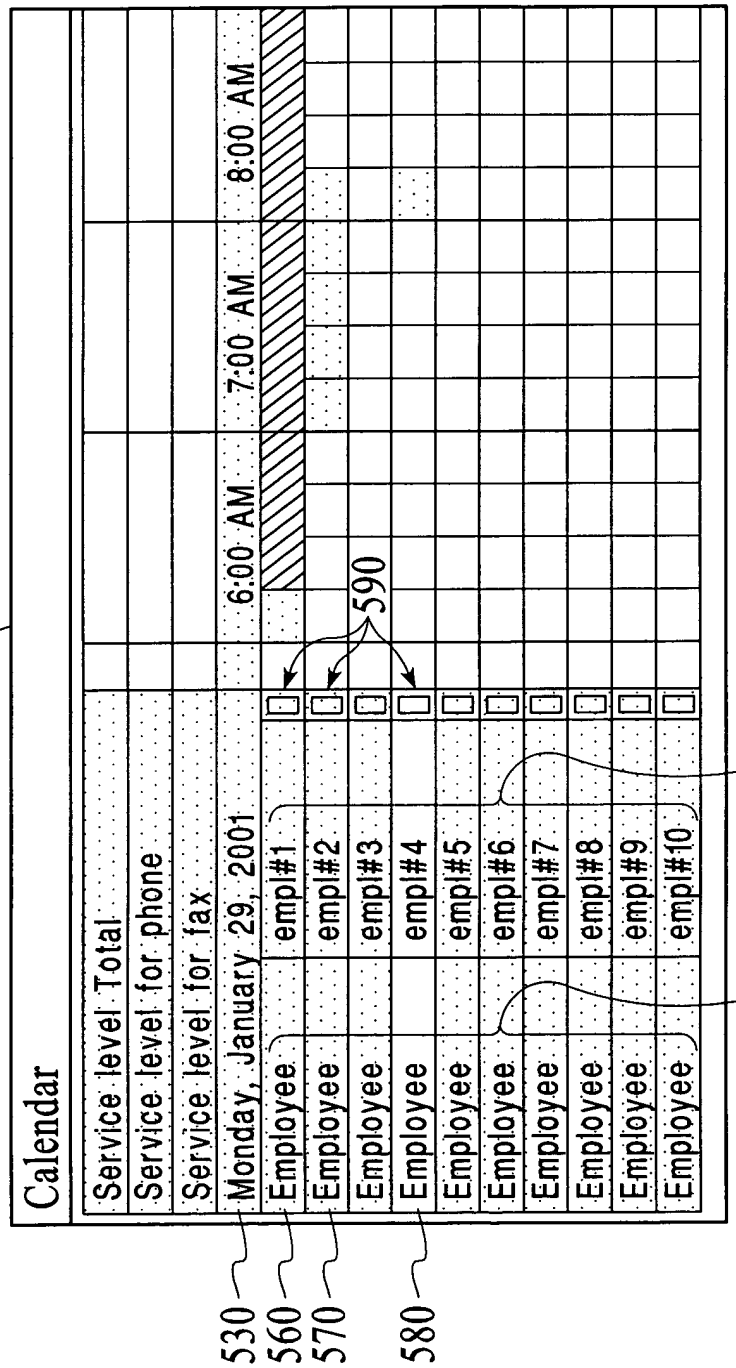
520
Calendar
Service level Total
Service level for phone
Service level for fax
Monday, January 29, 2001
6:00 AM
7:00 AM
8:00 AM
590
Employee
empl#1
empl#2
empl#3
empl#4
empl#5
empl#6
empl#7
empl#8
empl#9
empl#10
530
560
570
580
540
550

FIG.5

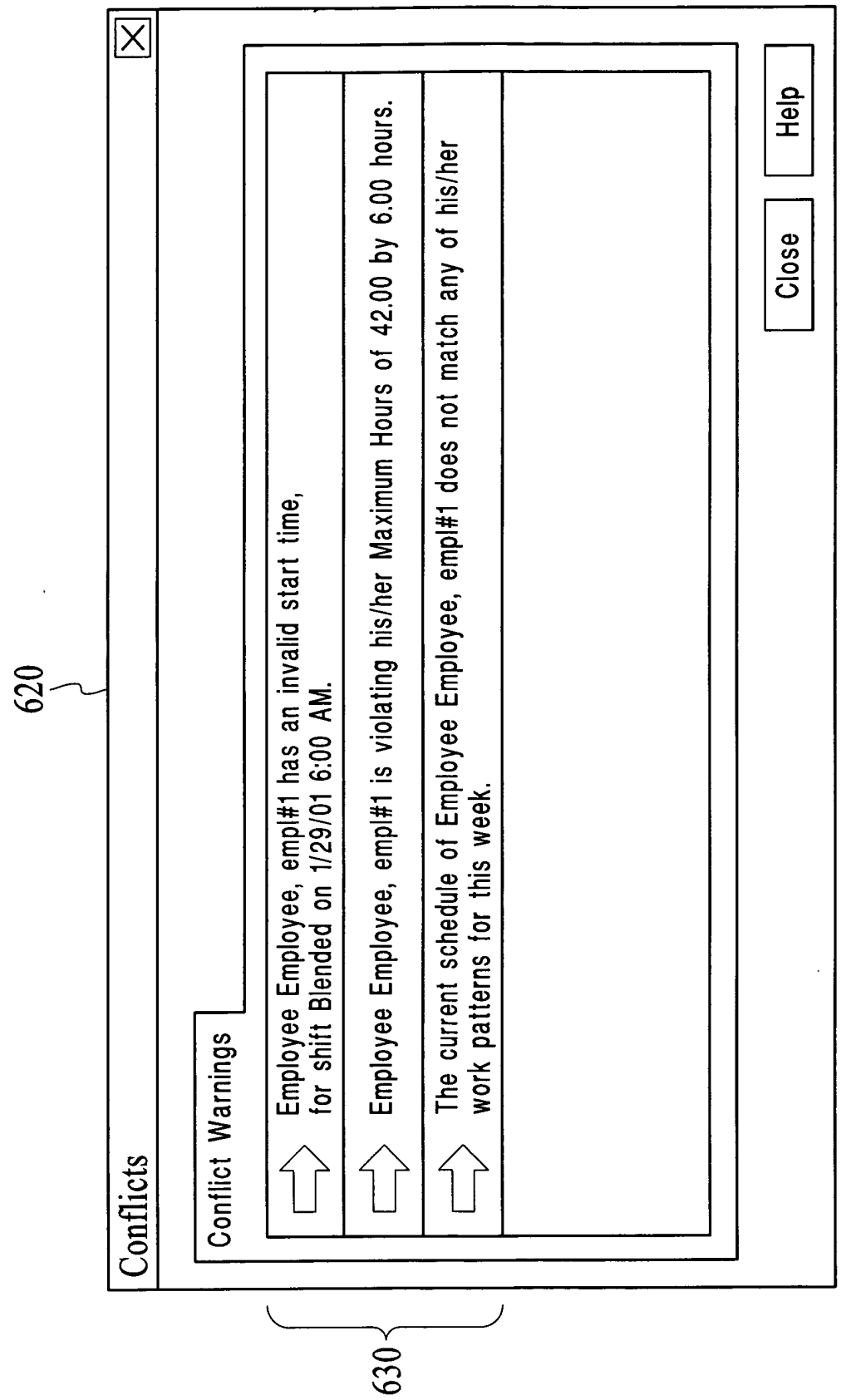
620
Conflicts
Conflict Warnings
Employee Employee, empl#1 has an invalid start time, for shift Blended on 1/29/01 6:00 AM.
Employee Employee, empl#1 is violating his/her Maximum Hours of 42.00 by 6.00 hours.
The current schedule of Employee Employee, empl#1 does not match any of his/her work patterns for this week.
Close
Help
630

FIG.6

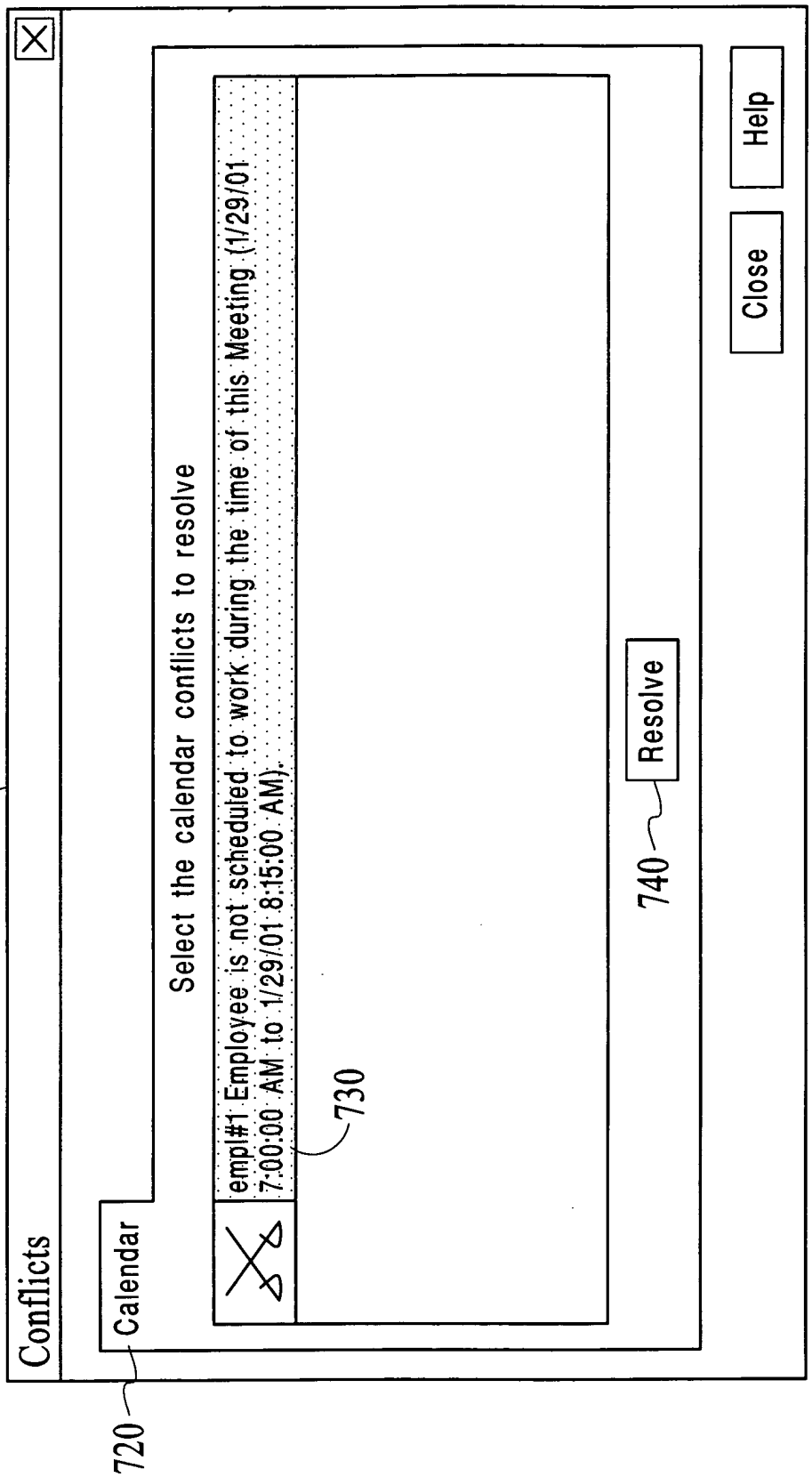
620
Conflicts
Calendar
720
Select the calendar conflicts to resolve
empl#1 Employee is not scheduled to work during the time of this Meeting (1/29/01 7:00:00 AM to 1/29/01 8:15:00 AM).
730
740
Resolve
Close
Help

FIG.7

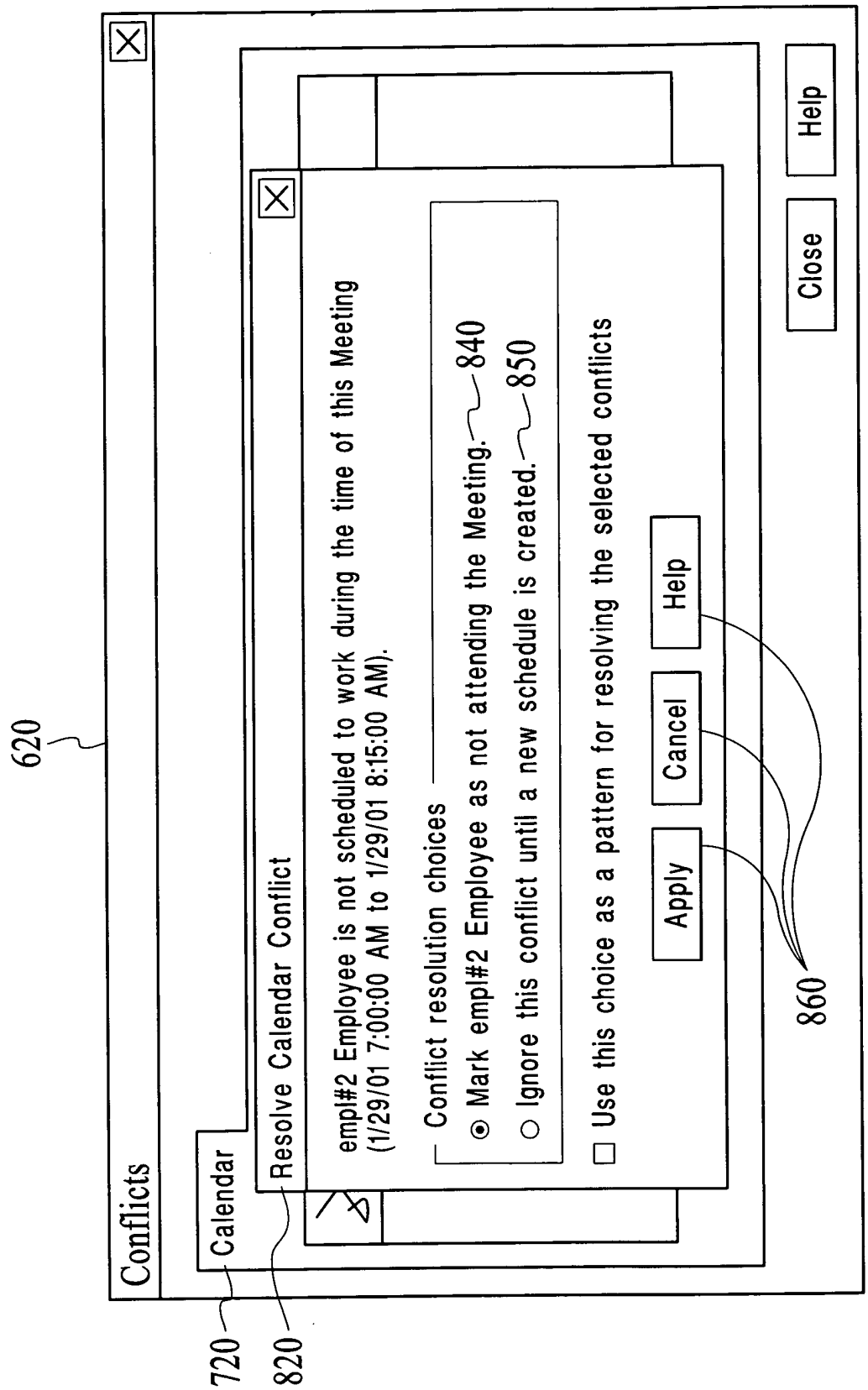
620
Conflicts
Calendar
Resolve Calendar Conflict
empl#2 Employee is not scheduled to work during the time of this Meeting
(1/29/01 7:00:00 AM to 1/29/01 8:15:00 AM).
Conflict resolution choices
Mark empl#2 Employee as not attending the Meeting.
840
Ignore this conflict until a new schedule is created.
850
Use this choice as a pattern for resolving the selected conflicts
Apply
Cancel
Help
860
Close
Help
720
820

FIG.7

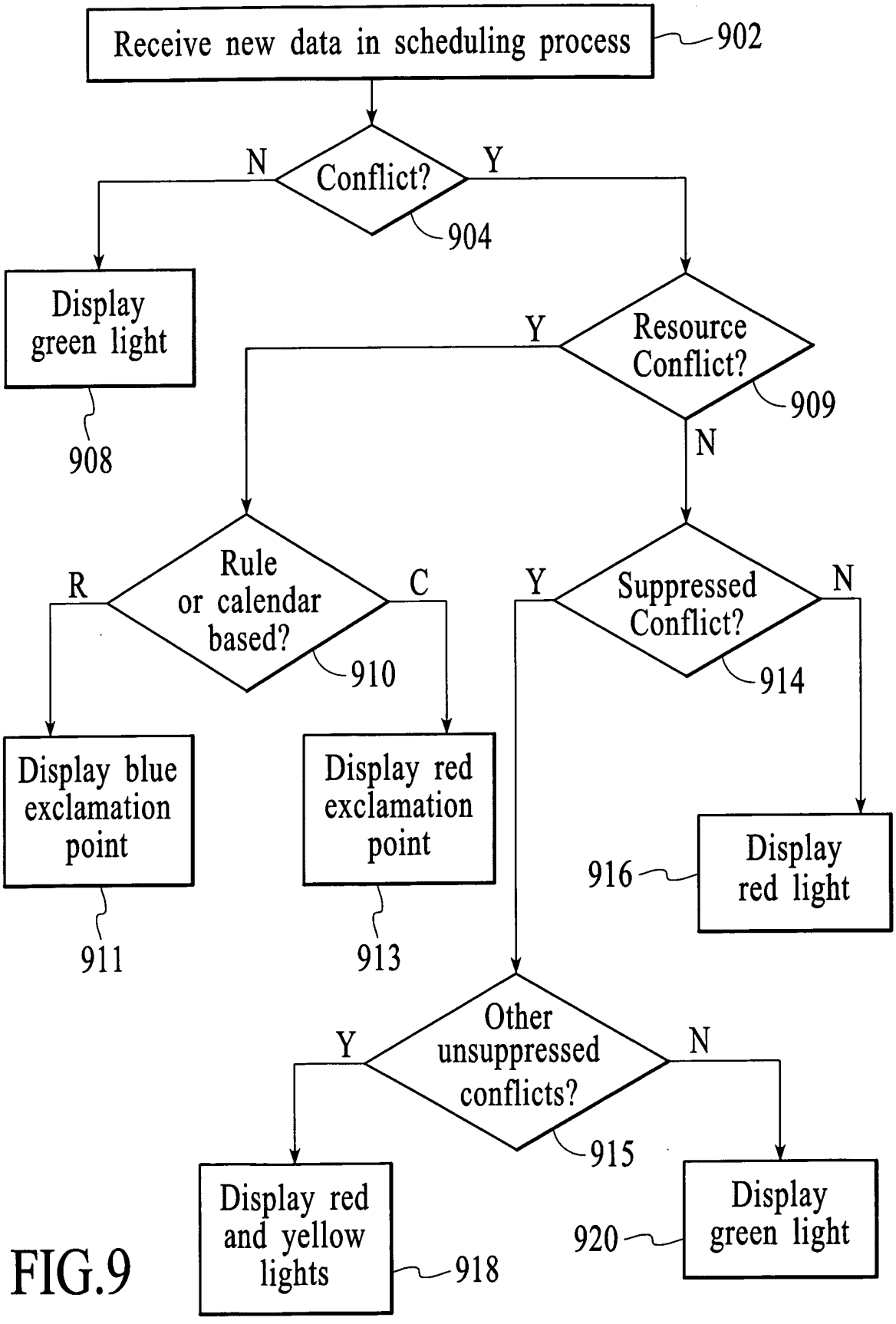
Receive new data in scheduling process
902
Conflict?
904
N
Y
Display green light
908
Resource Conflict?
909
Y
N
Rule or calendar based?
910
R
C
Suppressed Conflict?
914
Y
N
Display blue exclamation point
911
Display red exclamation point
913
916
Display red light
Other unsuppressed conflicts?
915
Y
N
Display red and yellow lights
918
920
Display green light

FIG.9